

36. The system of claim 35 wherein the data representation of each telephone call comprises

- (i) a list of participants in the telephone call;
- (ii) a list of telephony events regarding the call;
- (iii) a list containing the time each telephony event occurred; and
- (iv) the start and end time of the call.

37. The system of claim 35 wherein the data representation of each telephone call comprises, for each segment of the call, the location of the stored audio data of that segment.

38. The system of claim 35 wherein the first memory and the second memory are the same.

39. The system of claim 35 wherein the processor is comprised of a plurality of physically separated components.

40. The system of claim 37 wherein the location of the stored audio data of each segment comprises a location of a .WAV file containing the audio data.

41. The system of claim 40 wherein the data representation of a telephone call further comprises an offset within the .WAV file to the start of the stored audio data.

42. The system of claim 35 wherein the data regarding telephony events is received from a plurality of sources connected to a telephone switching environment.

43. The system of claim 35 further comprising display software that uses said data representation to display a graphical representation of said telephone call.

44. The system of claim 36 further comprising display software that uses a data representation of a telephone call to display a graphical representation of said telephone call.

45. The system of claim 44 wherein the graphical representation comprises a representation of each segment of the call.

46. The system of claim 44 wherein the graphical representation comprises a representation of the length of time of each segment of the call.

47. The system of claim 43 wherein the display software further displays a table comprising data from the data representation.

48. A method for recording information regarding telephone calls with three or more participants and comprising one or more telephone call segments, comprising:

B1 (a) receiving audio data regarding one or more telephone call segments;
(b) receiving data regarding telephony events associated with said telephone call segments;

(c) storing the received audio data regarding telephone call segments;
(d) storing the received data regarding telephony events associated with said telephone call segments;

(e) identifying telephone call segments that relate to the same telephone call;
and

(f) constructing data representations of lifetimes of telephone calls, wherein said data representations are constructed using data regarding telephony events associated with telephone call segments.

49. The method of claim 48 wherein each data representation of a telephone call comprises:

- (i) a list of participants in the telephone call;
- (ii) a list of telephony events regarding the call;
- (iii) a list containing the time each telephony event occurred; and
- (iv) the start and end time of the call.

50. The method of claim 48 wherein each data representation of a telephone call comprises, for each segment of the call, a location of stored audio data of that segment.

51. The method of claim 48 wherein the received audio data and the data regarding telephony events are stored in the same memory.

52. The method of claim 48 wherein each data representation is constructed by a plurality of physically separated processors.

53. The method of claim 50 wherein the location of the stored audio data of each segment comprises a location of a .WAV file containing the audio data.

54. The method of claim 53 wherein a data representation further comprises an offset within the .WAV file to the start of the stored audio data.

55. The method of claim 48 wherein data regarding telephony events is received from a plurality of sources connected to a telephone switching environment.

B1 56. The method of claim 48 further comprising the step of using a data representation of a telephone call to display a graphical representation of the telephone call.

57. The method of claim 49 further comprising the step of using said a data representation of a telephone call to display a graphical representation of the telephone call.

58. The method of claim 57 wherein the graphical representation comprises a representation of each segment of the call.

59. The method of claim 57 wherein the graphical representation comprises a representation of the length of time of each segment of the call.

60. The method of claim 56 further comprising the step of displaying a table comprising data from the data representation.

61. A system for recording information regarding telephone calls comprising one or more telephone call segments, wherein said calls comprise calls wherein at least one participant participates in a plurality of segments, comprising:

(a) a first memory having one or more locations storing audio data regarding telephone call segments;

(b) a second memory having one or more locations storing data regarding telephony events associated with telephone call segments; and

(c) a processor programmed to:

(i) identify telephone call segments that relate to the same telephone call;

(ii) identify multiple call segments that have the same participant; and

(iii) construct data representations of lifetimes of telephone calls using data regarding telephony events associated with telephone call segments.

B1 62. The system of claim 61 wherein a data representation of a telephone call comprises:

(i) a list of participants in the telephone call;

(ii) a list of telephony events regarding the call;

(iii) a list containing the time each telephony event occurred; and

(iv) the start and end time of the call.

63. The system of claim 61 wherein each data representation of a telephone call comprises, for each segment of the call, a location of the stored audio data of that segment.

64. The system of claim 61 wherein the first memory and the second memory are the same.

65. The system of claim 61 wherein the processor is comprised of a plurality of physically separated components.

66. The system of claim 63 wherein the location of the stored audio data of each segment comprises a location of a .WAV file containing the audio data.

67. The system of claim 66 wherein a data representation of a telephone call further comprises an offset within the .WAV file to the start of the stored audio data.

68. The system of claim 61 wherein data regarding telephony events is received from a plurality of sources connected to a telephone switching environment.

69. The system of claim 61 further comprising display software that uses a data representation of a telephone call to display a graphical representation of said telephone call.

70. The system of claim 62 further comprising display software that uses a data representation of a telephone call to display a graphical representation of said telephone call.

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71. The system of claim 70 wherein the graphical representation comprises a representation of each segment of the call.

72. The system of claim 70 wherein the graphical representation comprises a representation of the length of time of each segment of the call.

73. The system of claim 69 wherein the display software further displays a table comprising data from the data representation.

74. A method for recording information regarding telephone calls comprising one or more telephone call segments, wherein said calls comprise calls wherein at least one participant participates in a plurality of segments,, comprising:

- (a) receiving audio data regarding one or more telephone call segments and data regarding telephony events associated with said telephone call segments;
- (b) storing the received audio data regarding telephone call segments;
- (c) storing the received data regarding telephony events associated with said telephone call segments;
- (d) identifying telephone call segments that relate to the same telephone call
- (e) identifying multiple call segments that have the same participant; and

(f) constructing data representations of lifetimes of telephone calls, wherein each data representation of a telephone call is constructed using data regarding telephony events associated with telephone call segments of the telephone call.

75. The method of claim 74 wherein a data representation of a telephone call comprises:

- (i) a list of participants in the telephone call;
- (ii) a list of telephony events regarding the call;
- (iii) a list containing the time each telephony event occurred; and
- (iv) the start and end time of the call.

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76. The method of claim 74 wherein a data representation of a telephone call comprises, for each segment of the call, a location of the stored audio data of that segment.

77. The method of claim 74 wherein the received audio data and the data regarding telephony events is stored in the same memory.

78. The method of claim 74 wherein a data representation of a telephone call is constructed by a plurality of physically separated processors.

79. The method of claim 76 wherein a location of stored audio data of each segment comprises the location of a .WAV file containing the audio data.

80. The method of claim 79 wherein a data representation of a telephone call further comprises an offset within the .WAV file to the start of the stored audio data.

81. The method of claim 74 wherein data regarding telephony events is received from a plurality of sources connected to a telephone switching environment.

82. The method of claim 74 further comprising the step of using a data representation of a telephone call to display a graphical representation of said telephone call.

83. The method of claim 75 further comprising the step of using a data representation of a telephone call to display a graphical representation of said telephone call.

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84. The method of claim 83 wherein the graphical representation comprises a representation of each segment of the call.

85. The method of claim 83 wherein the graphical representation comprises a representation of the length of time of each segment of the call.

86. The method of claim 82 further comprising the step of displaying a table comprising data from the data representation.
